Customer Satisfaction Action Plan
July 19, 2006

expect the best

Multi-faceted approach to obtain customer feedback

Cabinet technology teams

Cabinet meetings

Agency head meetings

Customer Advisory Council

Information Security Officer meetings

UVA Survey

Feedback from all used to develop Action Plans

NG Relationship

Manage NG to continue operational improvements through performance metrics.

Employees

Ensure employees are fully engaged in customer improvement activities.

Retained Organization

– Partnership
– Security
– Customer Service
– Governance

- **Discussion Topic: Communications**
  - Messages to stakeholders will be accurate, concise, simple, consistent, accurate, timely, and relevant to needs of the audience.
  - VITA external communications must be managed to avoid information overload and to minimize "noise"
- **Discussion Topic: Employee Relations**
  - VITA employees will treat fellow employees as customers
  - VITA will openly and frequently communicate about employees service achievements, promotions, job changes, organization changes, personnel movements, new jobs, and new employees.

Employee Off-Site Discussion Topics

- **Discussion Topic: Organization Concerns**
  - Roles and responsibilities are now well defined within the organization.
  - Expectations between managers and workers must be clearly understood
  - Foster the concept of team across directorates and take actions that advance the interests of the enterprise

- **Discussion Topic: Service Delivery**
  - Understand the business needs of the customer
  - Look for innovative solutions
  - Be proactive, eliminate problems before they happen

CRM Initiatives

- One on one agency head meetings with CIO
- Hire additional CRMs – in process
- Align CRMs and APMs (SMO) by Secretariat
- Understand Agency IT Strategic Direction/Participate in Agency Planning Sessions
- CRMs attend strategic planning workshops
- CRMs attend Cabinet Agency Head meetings
- Adopt an automated tool to store Agency-specific information
- Use the tool to record Agency interactions and outcomes
- Develop an account management report that portrays an overview of the account

Cost Effective PM Training

- Plan and conduct at least one Project Management special event (workshop, forum, class, etc.)

- Develop web-based training session focusing on project development approval

- Update the project manager training and selection standard

Improve perception of PMD

- Align staff by Secretariat, Agencies and Enterprise projects
- Reorganize the Project Management Division
- Hire additional staff
- Conduct an annual review of each Agency's project planning and capabilities

- VITA's Policy, Practice and Architecture Division has developed a list of emerging technologies and trends

- Propose the implementation of a Foresight and Innovation function to coordinate enterprise-wide technology research

Agency Strategic Planning Support

- Develop, promote and implement a strategic planning workshop at least once per year to coincide with the Commonwealth's strategic planning cycle
- Develop, promote and implement workshops on enterprise architecture, policies and standards on a quarterly basis

Supply Chain Initiatives

- Through the non-labor MOU process, remove the 5.52% administrative fee

- Implement purchase process changes – 2 phases – review and approval and order creation and implementation

- Work with DGS to develop an eVA user tips and suggestions

Next Steps

- Informally, solicit agency and cabinet feedback to help better focus our activities

- Work with NG to formalize a 'partnership approach' toward our next survey

- Utilize a formal survey (currently scheduled under CIO objectives to be January, 2007) to learn how we are viewed by all markets served
  - Executive Branch Agencies
  - E-911
  - GIS
  - Virginia Interactive